

Butler, David

252838

From: Butler, David
Sent: Tuesday, October 07, 2014 3:18 PM
To: jack.pringle@arlaw.com; Bateman, Andrew; Hammonds, Lessie;
bettye.j.willis@windstream.com
Cc: Hayden, Joe (JOSEPHHAYDEN@ALLSTATE.COM); Schmieding, Janice
Subject: FW: Standing Hearing Officer Directive - Extension Response Time to Complaint - DN 2014-340-C.doc

To the parties:

Attached please find an e-mail from Mr. Hayden received today, which states that all remedies available in the case have been fulfilled. I am interpreting this as a request to withdraw the complaint.

Regards,
David Butler
Senior Counsel

From: Hayden, Joe [mailto:JOSEPHHAYDEN@ALLSTATE.COM]
Sent: Tuesday, October 07, 2014 3:11 PM
To: Butler, David
Subject: RE: Standing Hearing Officer Directive - Extension Response Time to Complaint - DN 2014-340-C.doc

Dear Mr. Butler,

I'm happy to report that I received my refund from Windstream Communications today.

At this time, I consider all remedies to have been fulfilled.

Please extend my thanks to all at the SC Public Service Commission for their effort in helping me resolve this matter.

Best Regards,

Joe Hayden, CLU, ChFC
Agency Owner
Joe Hayden Agency

Allstate Insurance Company
26A Orchard Park Drive
Greenville, SC 29615
Bus: 864-233-9701
Fax: 864-233-9703
Email: JoeHayden@allstate.com

From: Butler, David [David.Butler@psc.sc.gov]
Sent: Monday, September 22, 2014 9:40 AM
To: Hayden, Joe
Cc: jack.pringle@arlaw.com; Hayden, Joe; Bateman, Andrew; Hammonds, Lessie; resolution@vonagebusiness.com; bettye.j.willis@windstream.com
Subject: RE: Standing Hearing Officer Directive - Extension Response Time to Complaint - DN 2014-340-C.doc

OK. Thanks, Mr. Hayden. If you do want to close the case and withdraw the complaint at some point, please do let us know, and please send copies of your e-mail to all parties as shown above.

Thanks,

David Butler

Standing Hearing Officer

From: Hayden, Joe [<mailto:JOSEPHHAYDEN@ALLSTATE.COM>]

Sent: Monday, September 22, 2014 9:28 AM

To: Butler, David

Subject: RE: Standing Hearing Officer Directive - Extension Response Time to Complaint - DN 2014-340-C.doc

Mr. Butler,

Good Morning! I'm back in the saddle. Thanks for following up on this.

I did have a phone call from Vicki Olsen with Windstream last Tuesday. She was going to follow up to ensure my refund was mailed out by week's end. Hopefully, I will get that check in the mail this week and we can close this case.

Have a good day.

Regards,

Joe Hayden, CLU, ChFC

Agency Owner

Joe Hayden Agency

Allstate Insurance Company

26A Orchard Park Drive

Greenville, SC 29615

Bus: 864-233-9701

Fax: 864-233-9703

Email: JoeHayden@allstate.com

From: Butler, David [David.Butler@psc.sc.gov]

Sent: Thursday, September 18, 2014 12:08 PM

To: jack.pringle@arlaw.com; Hayden, Joe; Bateman, Andrew; Hammonds, Lessie; resolution@vonagebusiness.com; bettye.j.willis@windstream.com; PSC_Clerk's Office Distribution Group; PSC_Directive-Order-Hearing-Distribution-List

Subject: Standing Hearing Officer Directive - Extension Response Time to Complaint - DN 2014-340-C.doc

To the parties:

Attached, please find my Standing Hearing Officer's Directive granting Windstream a 30 day extension to respond to the Complaint in this matter.

Regards,

David Butler

Standing Hearing Officer

Public Service Commission of South Carolina